

1. In a data processing environment having a user terminal which generates a service request coupled to a publicly accessible digital communications network and having a data base management system which receives and responds to said service request when available, the
5 improvement comprising:

a server coupled to said user terminal via said publicly accessible digital communications network and coupled to said data base management system wherein said server includes an administration management system which transfers an unavailability message to said user terminal in response to said service request when said data base management system is
10 unavailable to receive and respond to said service request.

2. The improvement according to claim 1 wherein said data base manager includes a repository for storing said unavailability message.

15 3. (Unchanged) The improvement according to claim 2 wherein said publicly accessible digital communications network is the world wide web.

4. The improvement according to claim 3 wherein said repository includes space for storage of at least one variable for said unavailability message.

20 5. The improvement according to claim 4 wherein said data base management system is CLASSIC MAPPER.

6. An apparatus comprising:

a. a user terminal which generates a service request;

b. a publicly accessible digital communications network coupled to said user terminal;

c. a server coupled to said user terminal via said publicly accessible digital communications
5 network;

d. a data base management system coupled to said server which responds to said service request
if available ; and

e. an administration management system coupled to said data base management system and said
server which transfers an unavailability message from said server to said user terminal in
10 response to said service request when said data base management system is not available to
indicate unavailability of said data base management system.

7. The apparatus of claim 6 wherein said data base management system has a repository having
storage for said unavailability message.

15 8. The apparatus of claim 7 wherein said repository has storage for a variable to be included in
said unavailability message.

9. The apparatus of claim 8 wherein said publicly accessible digital communications network is
20 the world wide web.

10. The apparatus of claim 9 wherein said user terminal is an industry compatible personal
computer having a commercially available web browser.

11. A method of communicating between a user terminal and a data base management system comprising:

a. transmitting a service request from said user terminal via a publicly accessible digital data communication network to said data base management system;

5 b. determining whether said data base management system is currently capable of honoring said service request;

c. honoring said service request if said determining step determines that said data base management system is currently capable of honoring said service request; and

h. transferring an unavailability message to said user terminal if said determining step

10 determines that said data base management system is not currently capable of honoring said service request.

12. A method according to claim 11 wherein said transferring step further comprises transferring said unavailability message to said user terminal via said publicly accessible digital data

15 network.

13. A method according to claim 12 wherein said transferring step further comprises adding an appropriate variable to said unavailability message.

20 14. A method according to claim 12 wherein said publicly accessible digital data network further comprises the world wide web.

15. A method according to claim 14 wherein said data base management system further comprises CLASSIC MAPPER data base management system.

16. An apparatus comprising:

a. means for permitting a user to interact with a digital data base by generating a service request in anticipation of a response;

b. means responsively coupled to said permitting means for providing said user with access to a publicly accessible digital communication network via service-based requests;

c. means responsively coupled to said permitting means for offering data processing services according to dialog-based requests if available by honoring said service request to generate said response; and

d. means responsively coupled to said offering means and said permitting means for notifying said user terminal in response to said service request of the unavailability of said offering means when said offering means is unavailable.

17. An apparatus according to claim 16 wherein said publically accessible digital communication network further comprises the world wide web.

18. An apparatus according to claim 17 wherein said offering means further comprises means for storing a predefined unavailability message.

19. An apparatus according to claim 18 wherein said offering means further comprises CLASSIC MAPPER data base management system.

20. An apparatus according to claim 19 wherein said permitting means further comprises an industry standard personal computer.